

Bestuur van Vereniging van Eigenaren Belvédèrebos
p/a Belvédèrebos 6
2715VA Zoetermeer
Zoetermeer, 22 juli 2024



Subject: update communication Orona

Dear members,

On behalf of the Owners' Association, our office will inform you as follows.

On July 10 this year you received a letter regarding the persistent problems with lifts and the lack of information from Orona to the customer (HOA).

The board has now again asked Orona questions by email, asking for an explanation and the fact that their actions have created a negative image of Orona's skills and professionalism.

Unfortunately, we have not received any substantive answers to date. They have, however, made a proposal for a meeting on August 20, in which they would like to provide details and explanations on how they intend to improve the situation regarding the lifts and communication with VvE Belvédèrebos. A similar conversation took place on September 5 last year, after which Orona has not shown in any way that they are actually improving the points discussed.

As a board and manager, we are investigating whether an independent lift party can provide us with advice that will enable us to better understand the current status of lifts. A party has been approached for this and we are awaiting their response and cost statement. If a conversation with Orona takes place, an independent party will certainly participate.

In view of the above, it is the expectation of the board and manager that we will not see any serious change in Orona's services before this appointment. If anything unexpectedly changes, we will of course inform you immediately.

We thank you in advance for your understanding.

Yours sincerely,
On behalf of VvE Belvédèrebos 1 to 246 in Zoetermeer